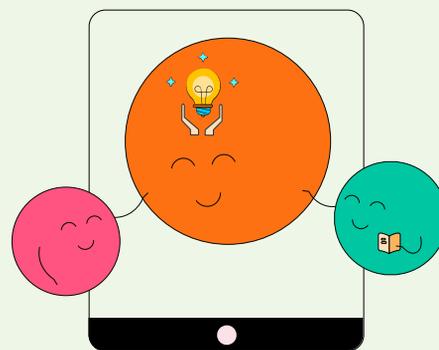# Psychological Safety

Program Outline

Program Summary

Psychological Safety

Ensuring team collaboration, engaging in open communication, avoiding misunderstandings, promoting good decision making, meeting tight timelines, navigating uncertainty and encouraging agility are some of the many challenges in any workplace. Given the demanding nature of work today, as well as the distribution of workforce nationally or internationally, the mental and emotional stress experienced within a team can be high. Besides, increased diversity within a team impacts team dynamics. Individuals must be enabled to see their team as a safe haven where they can learn, contribute and grow. Therefore, a great topic of relevance and impact is Psychological Safety.

Way back in 1965 two social psychologists Edgar Schein and Warren Bennis introduced the construct of Psychological Safety as a catalyst for organizational change. In the 1990s another social psychologist William Kahn inferred, through qualitative studies, that psychological safety enables people to "employ or express themselves physically, cognitively, and emotionally." In recent years Amy C. Edmondson, the Novartis Professor of Leadership and Management at Harvard Business School, conducted several empirical studies and established that, "Psychological safety is a belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes."

The psychological safety within a team can be associated with crucial components like interdependence and communication that impact the way team members connect with each other and collaborate. Understanding the significance of psychological safety and how it impacts an individual and the team as a whole is beneficial to any organization. The level of psychological safety experienced within a team influences learning, performance, effectiveness and quality of relationships which in turn influences the rate at which team success is met.

Being able to differentiate between factors that contribute to creating a psychologically safe environment from factors that are destructive in nature is imperative for positive interpersonal team dynamics. Maintaining a psychologically safe environment must be consciously worked to keep abreast with having happy teams in the ever-changing environment within an organization.

Program Summary

In a nutshell...
Why is psychological safety within a team important?
A team that works in a psychologically safe environment experiences higher team effectiveness. Team members who feel psychologically safe ask questions, share ideas, discuss errors, respect differences, showcase strengths and seek help when addressed with challenges.

Who is responsible for creating a psychologically safe environment?
Being a shared effort, the onus is not just on the manager but on every team member to strengthen psychological safety within the team and make others feel valued and empowered.

How can a psychologically safe environment be nurtured and maintained?
To nurture a psychologically safe environment it is important to refrain from unacceptable behaviors like instilling fear, being dominating, blaming or ridiculing others, etc. as these have the potential to hinder learning, communication, and interpersonal relationships. Upholding values like trust, mutual respect, inclusion and interdependence within a team can help ensure managers, peers and juniors consciously refrain from these unacceptable behaviors.

> "We thrive in environments that respect us and allow us to (1) feel included, (2) feel safe to learn, (3) feel safe to contribute, and (4) feel safe to challenge the status quo."
>
> **–Dr. Timothy R. Clark**

Objectives

The program is designed to help learners:

- ▶ Understand the significance of psychological safety within a team
- ▶ Analyze factors that contribute vs destroy psychological safety
- ▶ Enable teams to nurture psychologically safe environments

Modules

Psychological Safety - What & Why

Contributing vs Disruptive Factors of Psychological Safety

Making Psychological Safety a Culture

Workshop Agenda

The following agenda can be used to run the workshop in 90-120 minutes. The duration of each section is only an estimate and can be adjusted based on your requirement.

Topic	Approx. Time	Training Aids
Welcome (Slide 1)	1 Minute	PPT
Introduction (Slide 2-5) • Facilitator introduction and context setting • Case Study: 2 Scenarios	15 Minutes	PPT Participant workbook
Module 1: Psychological Safety and its significance (Slide 6-13) • Defining Psychological Safety • The significance of psychological safety within a team • Research Findings - Project Aristotle • The 4 stages of Psychological Safety • Activity Time: • Who deserves the award?	45 Minutes	PPT Participants' Workbook Group Activity
Module 2: Understanding the contributing and disruptive factors of Psychological Safety (Slide 14 – 19) • Activity Time: What makes or breaks a psychologically safe environment? • In a nutshell - recap of what Psychological Safety enables	25 Minutes	PPT Group Activity Participants' Workbook
Module 3: Making Psychological safety a Culture (Slide 20 – 25) • The Power In You • Unacceptable behaviors and attitudes • Psychological Safety through a Different Lens	25 Minutes	PPT Group Activity Participants' Workbook
Summary & Take Away (Slide 26 – 28)	08 Minutes	PPT Platform/link to share learning/feedback
Closing (Slide 30)	1 Minute	PPT